

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer, et al
U.S. Serial No.: 10/649,452
Date Filed: August 25, 2003
Confirmation No.: 5754
Art Unit: 2614
Examiner: Benny Quoc Tieu
For: *Method And System For Managing Calls Of An Automatic Call Distributor*

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Information Disclosure Statement

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97, and 1.98, that the documents listed on the attached Form PTO-1449 be considered and cited in the examination of the above-identified application.

Pursuant to the changes to 37 C.F.R. §1.98(a)(2), copies of U.S. patents and U.S. patent application publications have not been provided. References other than U.S. patents and U.S. patent application publications are enclosed for the convenience of the Examiner.

Pursuant to 37 C.F.R. §§1.97(g) and (h), Applicants make no representation that these documents qualify as prior art or that these documents are material to patentability of the present application or that a search has been made.

An Office Action has been received in this matter. The Commissioner is hereby authorized to charge the required \$180.00 fee, any other fees due, or credit any overpayments to Deposit Account No. 02-0384 of BAKER BOTTS L.L.P.

Respectfully submitted,
BAKER BOTTS L.L.P.
Attorneys for Applicants

A handwritten signature in black ink, appearing to read "Chad C. Walters", with a long horizontal flourish extending to the right.

Chad C. Walters
Reg. No. 48,022

Date: March 27, 2007

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PTO-1449		Application No. 10/649,452		Applicant(s) Shmuel Shaffer, et al.	
Information Disclosure Citation In an Application		Attorney Docket Number 062891.1123	Group Art Unit 2614	Filing Date August 25, 2003	

U.S. PATENT DOCUMENTS						
	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
A	5,181,236	01/19/1993	LaVallee et al.	379	67	09/25/1990
B						
C						
D						
E						
F						
G						
H						
I						
J						
K						
L						

FOREIGN PATENT DOCUMENTS							
	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
M	WO 1999/41895	08/19/1999	WIPO	H04M	3/42, 3/00	X	
N							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	O	IBM Technical Disclosure Bulletin, "Computerized Call Return Feature"; Vol. 28, No. 11; pages 4897- 4901; IBM Corp. (5 pgs)	04/1986
	P	PCT; International Search Report and Written Opinion; (IS/EPO) for PCT/US2006/033077 (13 pages)	02/14/2007
	Q		
	R		

	DATE CONSIDERED
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EXAMINER EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.
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